

# **Office of Juvenile Justice**

## **Managing Food Safety**

### **Hazard Analysis & Critical Control Points (HACCP) Principles**

#### **Food Service Manual**



2015

## FOOD SERVICE PROCEDURE MANUAL

*A Procedure Manual is a document dictating a set of explicit instructions to successfully accomplish a specific goal. Procedures should be followed without deviation, and provide all the required details and decision branches required to perform a given procedure.*

*Procedures provide for the uniform execution of a task, ensuring that every person who performs the task does it the same every time.*

*Procedures ensure performance consistency and may be followed with a minimal amount of expertise, knowledge or training.*

## FOOD SERVICE PROCEDURE MANUAL

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### **Attachments:**

- A - Record of Dish Machine Temperatures
- B - Temperature & Sanitizer Monitoring Form
- C - Receiving Temperature Log
- D - Daily Refrigerator/Freezer Temperature Log
- E - Thermometer Calibration Log
- F - Food Production Record
- G - Daily Dining Hall Inspection
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- I - QA Review
- J - OHC Employee Health Referral Form

# FOOD SERVICE PROCEDURE MANUAL

## Employee Health and Personal Hygiene

**Policy:** All food service employees will maintain good personal hygiene practices to ensure food safety.

**Procedures:** All employees in food service must:

### Grooming:

1. Arrive at work clean – clean hair, teeth brushed, bathed and use deodorant daily.
2. Maintain short, clean, and polish-free fingernails.
3. Wash hands (including under fingernails) and up to forearms vigorously and thoroughly with soap and warm water (a temperature of at least 110°F is required) for a minimum of 20 seconds:
  - ❖ When entering the facility before work begins.
  - ❖ Immediately before preparing food or handling equipment.
  - ❖ As often as necessary during food preparation when contamination occurs.
  - ❖ In the restroom after toilet use, and when you return to your workstation.
  - ❖ When switching between working with raw foods and working with ready-to-eat or cooked foods.
  - ❖ After touching face, nose, hair, or any other body part, and after sneezing or coughing.
  - ❖ After cleaning duties.
  - ❖ Between each task performed and after changing disposable gloves.
  - ❖ After smoking, eating, or drinking.
  - ❖ Any time an unsanitary task has been performed, i.e. taking out garbage, handling cleaning chemicals, wiping tables, picking up a dropped food item, etc.
4. Wash hands only in hand sinks designed for that purpose.
5. Dry hands with single use towels. Turn off faucets in a sanitary fashion using a paper towel, in order to prevent recontamination of clean hands.

### Proper Attire:

1. Wear approved OJJ state issued work clothing – clean uniform and black skid resistant closed-toe work shoes (or leather tennis shoes) that are comfortable for standing and working on floors that can be slippery.
2. Wear OJJ-issued apron on site.

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- ❖ Do not wear apron to and from work.
  - ❖ Take off apron before using the restroom.
  - ❖ Change apron if it becomes soiled or stained.
3. ID card – Agency issued identification cards shall be worn at all times on the right side of the uniform short or jacket. No pins or stickers shall be attached to the ID card. ID cards shall only be used in the performance of official duties, pursuant to YS Policy No. A.2.1 (b), Rule 4d.
  4. Wear disposable gloves with any cuts, sores, rashes or lesions. Wear gloves when handling read-to-eat foods that will not be heat-treated again. Gloves shall be worn when serving food.
  5. Change disposable gloves as often as hand washing is required. Wash hands before donning and after discarding gloves.

### **Hair Restraints and Jewelry:**

1. Hair is clean, no longer than collar length and a hairnet or baseball style cap must be worn at all times in all food production areas so that all hair is completely covered.
2. Mustaches are permitted provided they are neat, trimmed and tapered at all times. No portion of the mustache shall cover the upper lip line or extend vertically beyond the corners of the mouth. Any other type mustache is prohibited. Beards are prohibited.
3. Refrain from wearing jewelry in the food production area.
  - ❖ A plain wedding band is permitted.
  - ❖ Necklaces, bracelets and/or dangling jewelry are not permitted, except for medical identification.

### **Illness:**

1. Pre-employment health screenings, physical examinations, and annual re-examinations are required for employees handling and preparing food to ensure freedom from skin infections, skin lesions, gastric issues, Hepatitis and other illnesses transmissible by food handling and utensils (refer to YS Policy No.B.6.2).
2. Food service workers must complete the “OHC Employee Health Referral Form” (see Attachment J) on or during the month of their anniversary hire date to avoid discipline action, pursuant to YS Policy No. A.2.1 (b).

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3. Medical clearance for youth assigned to work in the dining hall shall be conducted by the CHP prior to the youth beginning work, pursuant to YS Policy No. B.7.2.
4. Report any flu-like symptoms, diarrhea and/or vomiting to the Food Service Manager. Employees with these symptoms will be sent home or re-assigned non-food related duties or sick leave, whichever is most appropriate.
5. Instances of Hepatitis A, Salmonella Typhi, Shigella, or E. Coli 0157:H7 must be reported to the Food Service Manager.

### **Cuts, Abrasions, and Burns:**

1. Bandage any cut, abrasion or burn that has broken the skin.
2. Cover bandages on hands with gloves or finger cots as appropriate.
3. Inform Food Service Manager of all wounds.

### **Smoking, eating, and gum chewing:**

1. No smoking or chewing of tobacco shall occur inside the secure care facilities. A designated smoking area is located outside of the “secure area” of the facility, pursuant to YS Policy No. A.2.16.
2. Eat and drink in designated areas only. A closed beverage container may be used in the production area.

### **The Food Service Manager will:**

1. Inspect employees when they report to work to be sure they are following proper hygiene requirements.
2. Follow up as necessary.

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### Glove and Utensil Use

**Policy:** Gloves or utensils shall be used for handling all read-to-eat foods and when there are cuts, sores, burns or lesions on the hands of food handlers.

**Procedures:** All employees in food service must:

1. Wash hands thoroughly prior to putting on and changing gloves.
2. Change gloves when:
  - ❖ Beginning each new task.
  - ❖ They become soiled or torn.
  - ❖ They are in continual use for four hours.
  - ❖ Finished handling raw meat and before handling cooked or ready-to-eat foods.
3. Use utensils, such as deli-tissue, spatulas or tongs as an alternative to gloves.
4. Cover cuts and sores on hands, including fingernails, with clean bandages. If hands are bandaged, clean gloves or finger cots (protective coverings) shall be worn at all times to protect the bandage and to prevent it from falling into food.

### The Food Service Manager will:

1. Purchase appropriate utensils and powder-free, non-latex gloves in appropriate sizes, pursuant to YS Policy No. A.3.7.
2. Observe all employees daily to ensure that they are following procedures.
3. Follow up as necessary.



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### **Contact with Blood and Bodily Fluids**

**Policy:** Control blood and other bodily fluids to minimize the possibility of cross contamination.

**Procedures:** All employees in food service must:

1. Contain any source of the blood.
2. Wear disposable gloves when exposed to blood or bodily fluids to minimize the risk of contamination.
3. Contaminated gloves shall be disposed to eliminate contact with other people, food or equipment. Dispose of any contaminated foods.
4. Clean and sanitize any affected food contact surfaces.
5. Follow procedures outlined in YS Policy No. B.6.2.
6. Seek assistance from someone trained to handle blood or bodily fluids, such as a school nurse, as needed.

**NOTE:** A Blood-Borne Pathogens Kit should be located in the kitchen and used when handling blood is necessary.

#### **The Food Service Manager will:**

1. Review practices with all employees as part of new employee orientation.
2. Follow up as necessary.

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### **Hand Washing**

**Policy:** All food production personnel shall follow proper hand washing practices to ensure the safety of food served to youth.

**Procedures:** All employees in food service should wash hands using the following steps:

1. Wash hands (including under the fingernails) and forearms vigorously and thoroughly with soap and warm water (a temperature of at least 110°F is required) for a minimum of 20 seconds.
2. Wash with either liquid or powder soap.
3. Use a sanitary nailbrush to get under fingernails.
4. Wash between fingers thoroughly.
5. Use only hand sinks designed for that purpose. Do not wash hands in sinks in the production area.
6. Dry hands with single use towels. Turn off faucets in a sanitary fashion using a paper towel in order to prevent recontamination of clean hands.

### **The Food Service Manager will:**

1. Monitor all employees to ensure that they are following proper procedures.
2. Ensure adequate supplies are available for proper hand washing.
3. Follow up as necessary.

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### Tasting Method

**Policy:** All food service employees shall use the correct and sanitary tasting method to prevent contamination and ensure food safety.

**Procedures:** All employees in food service must:

#### **Use a Two Spoon Tasting Method:**

1. Remove a sample of a product from the container with one spoon.
2. Transfer the product sample onto a second spoon, away from the original food container or preparation area.
3. Sample the product by tasting.
4. Never re-use a used spoon. **Note:** Always use two spoons to ensure sanitary practices are followed and the product is not contaminated.

#### **The Food Service Manager will:**

1. Observe the food tasting practices of employees.
2. Follow up as necessary.

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### **Employees Eating & Drinking in the Workplace**

**Policy:** Food service employees shall eat and drink in designated areas outside of the kitchen.

**Procedures:** All employees in food service must:

1. Eat and drink in designated areas only, never in the work area. Eating (with the exception of cooks tasting foods to ensure quality) is NOT allowed in the production and service areas. Drinking from a closed beverage container is permitted in the production area.
2. No smoking or chewing of tobacco shall occur inside the secure care facility. A designated smoking area is located outside of the “secure area” of the facility, pursuant to YS Policy No. A.2.16.

#### **The Food Service Manager will:**

1. Observe employees to make sure that they are eating and drinking only in designated areas and that no tobacco products are located in the dining hall.
2. Follow up as necessary.

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### **Breaks and Meals**

**Policy:** Food service employees will take breaks and eat meals in a specified area(s) away from production and service.

**Procedures:** All employees in food service must:

1. Take breaks and meals in a designated area or areas away from production and service.
2. Wash hands before returning to any food service area.

**The Food Service Manager will:**

1. Inform all food service staff of locations of breaks and meals.
2. Establish length of breaks and meals.
3. Observe all employees daily to ensure that they are following procedures.
4. Follow up as necessary.

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### Equipment Cleaning & Sanitizing

**Policy:** Wash, rinse, and sanitize equipment after each use to ensure the safety of food served to youth.

**Procedures:** Employees who use equipment will be responsible for washing and sanitizing removable parts after each use. Steps include:

1. Disassemble removable parts from equipment.
2. Use the three-sink method to wash, rinse and sanitize all parts. Verify sanitizer concentration for each meal period, and as necessary as per policy.
  - ❖ Quaternary ammonium – 200 ppm and immerse for at least 30 seconds.
  - ❖ Iodine – 12.5-25.0 ppm and immerse for at least 30 seconds.
  - ❖ Chlorine – 50 ppm and immerse for at least 7 seconds.

An alternative method is to run all removable parts through the warewashing machine.

3. Wash, rinse and sanitize all food contact surfaces of the equipment that are stationary.
4. Allow all parts of the equipment to air dry.
5. Re-assemble the equipment.

### The Food Service Manager will:

1. Conduct a visual inspection of all equipment to be certain that it is being cleaned properly.
2. Provide the supplies needed to monitor temperature and chemical concentrations.
3. Follow up as necessary.

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### Machine Warewashing – High Temperature

**Policy:** Wash, rinse and sanitize all silverware, serving dishes and utensils after each use. The machine for warewashing shall be checked prior to each meal period to ensure that it is functioning properly.

**Procedures:** Employees who use the warewashing machine will be responsible for knowing how to use the machine, document its use, and properly maintain it after use. Steps include:

1. Fill dish machine tanks prior to use, utilizing the automatic filler.
2. Run dish machine for 10 minutes after being filled, but prior to being used, to heat water.
3. Check that soap and rinse additive dispensers have enough products for the day's use.
4. Scrape and rinse all items before placing them in the machine.
5. Load the dishwasher racks. Avoid overloading or improper loading.
6. Place rack in machine and close door.
7. Check temperatures for wash, rinse and final rinse cycles, and the water pressure. Temperatures and pressure should be at least:
  - ❖ Wash - 150°F and run for a minimum of 2 minutes
  - ❖ Rinse - 170°F.
  - ❖ Final rinse - 180° F. For stationary-rack, single-temperature machines, the rinse must be at least 165°F.
  - ❖ Minimum water pressure to final rinse should be at 20 psi.
8. Record the date and temperature, and initial the entry on the “**Record of Dish Machine Temperatures**” (see **Attachment A**). Date and temperature documentation should be completed once per period. If final rinse temperature does not meet the standard, do not run anything through the machine and report the problem to a supervisor immediately.
9. Run racks of trays and flatware through the dish machine.
10. Remove trays and flatware from machine and allow to air dry.

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### **The Food Service Manager will:**

1. Verify that the warewashing machine is functioning properly.
2. Check temperature-monitoring forms to ensure that temperatures meet standards and are recorded daily.
3. Follow up as necessary.



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### Machine Warehousing – Chemical Sanitizing (Low Temp)

**Policy:** All silverware, serving dishes and utensils are washed, rinsed and sanitized after each use. The machine for warewashing shall be checked prior to each meal period to ensure that it is functioning properly.

**Procedures:** Employees who use the warewashing machine will be responsible for knowing how to use the machine, document its use, and properly maintain it after use. Steps include:

1. Fill dish machine tanks prior to use, utilizing the automatic filler.
2. Run dish machine for 10 minutes after being filled, but prior to being used, to heat water.
3. Check that soap and rinse additive dispensers have enough products for the day's use.
4. Scrape and rinse all items before placing them in the machine.
5. Load the dishwasher racks. Avoid overloading or improper loading.
6. Place rack in machine and close door. Check that the wash cycle is maintaining at least 120°F and runs for a minimum of 2 minutes.
7. Record temperatures for wash and rinse cycles, and the water pressure. Temperatures and pressure should be at least:
  - ❖ Wash - 120°F and run for a minimum of 2 minutes
  - ❖ Rinse - 75-120°F.
  - ❖ Minimum water pressure to final rinse should be at 15-25 psi.
8. Check sanitizer concentration using appropriate test strips.
9. Record the date and temperatures, and initial the entry on the **“Record of Dish Machine Temperatures” (see Attachment A)**.
10. Run racks of trays, dishes and flatware through the dish machine.
11. Remove dishes from machine and allow to air dry.

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### **The Food Service Manager will:**

1. Verify that the warewashing machine is functioning properly.
2. Check the temperature monitoring form to ensure temperatures meet standards and are recorded daily.
3. Follow up as necessary.

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### Manual Warewashing

**Policy:** All small wares are washed, rinsed and sanitized after each use. The warewashing sinks shall be checked prior to use to ensure chemical concentrations or sanitizing temperatures are adequate.

**Procedures:** Employees who use warewashing sinks will be responsible for knowing how to use them properly and document concentrations and/or temperatures. Steps include:

1. Rinse, scrape, or soak all items before washing.
2. Record the date, meal, sanitizer water temperature or test strip results, and initial entry on the **“Temperature & Sanitizer Monitoring Form” (see Attachment B)**.
3. Wash items in the first sink in the detergent solution. Water temperature should be at least 110°F. Use a brush, cloth, or scrubber to loosen soil. Replace detergent solution when suds are gone or water is dirty.
4. Immerse or spray-rinse items in second sink. Water temperature should be at least 110°F. Remove all traces of food and detergent. If using immersion method, replace water when it becomes cloudy, dirty or suds appear.
5. Immerse items in third sink filled with hot water or a chemical-sanitizing solution. If hot water immersion is used, the water temperature must be at least 171°F. Items must be immersed for a minimum of 30 seconds. If chemical sanitizing is used, the sanitizer must be mixed at the proper concentration. (Check at regular intervals with a test kit.) Water must be correct temperature for the sanitizer used. Air-dry all items on a drain board. Do not use towels to dry items.

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### Proper Warewashing Sink Setup

<b>1. WASH</b> 110°F Soapy Water		<b>2. RINSE</b> 110°F Clear Water		<b>3. Sanitize</b> 171°F Chemical Sanitizer <b>SEE BELOW↓</b>			
Chemical Solution		Concentration Level		Minimum Temperature		Minimum Immersion Time	
Chlorine solution		25 mg/l minimum		120°F		10 seconds	
		50 mg/l minimum		100°F		10 seconds	
		100 mg/l minimum		55°F		10 seconds	
Iodine solution		12.5-25.0 mg/l		75°F		30 seconds	
Quaternary ammonium solution		200 ppm maximum		75°F		30 seconds	

#### The Food Service Manager will:

1. Monitor employees using warewashing sinks to ensure they are being used properly.
2. Check “**Temperature & Sanitizer Monitoring Form**” (see **Attachment B**) to ensure that temperatures or chemical concentrations meet standards and are recorded daily.
3. Follow up as necessary.

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### **Pest Control**

**Policy:** Efforts will be made to ensure that pests are controlled in the food service operation area, including the use of a contracted licensed pest control operator (PCO).

**Procedures:** Employees will use an integrated pest management (IPM) program using the following steps:

#### **Deny access to pests**

1. Use reputable suppliers for all deliveries.
2. Check all deliveries before they enter the food service operation.
3. Refuse shipments that have signs of pest infestation.
4. Keep all exterior openings closed tightly. Check doors for proper fit as part of the regular cleaning schedule.
5. Report any signs of pests to the Food Service Manager.
6. Report any openings, cracks, broken seals or other opportunities for pest infestation to the Food Service Manager.

#### **Deny pests food, water and a hiding or nesting place**

1. Dispose of garbage quickly and correctly. Keep garbage containers clean, in good condition, and tightly covered in all areas (indoor and outdoor). Clean up spills around garbage containers immediately. Wash, rinse and sanitize containers regularly.
2. Store all food and supplies as quickly as possible.
  - ❖ Keep all food and supplies at least six inches off the floor, six inches away from walls, and eighteen (18") inches from the ceiling.
  - ❖ Refrigerate foods such as powdered milk, cocoa and nuts after opening. These foods attract insects, but most insects become inactive at temperatures below 41°F.
3. Use FIFO (First In/First Out) inventory rotation, so pests do not have time to settle into these products and breed.
4. Transport wet towels and mop heads to the laundry area at the end of each shift to minimize the risk of infestation by pests.
5. Clean and sanitize the facility thoroughly and regularly. Careful cleaning eliminates the food supply, destroys insect eggs, and reduces the number of places pests can take shelter.

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### **Using and Storing Pesticides**

1. The contracted PCO should decide if or when pesticides are utilized in the facility. PCOs are trained to determine the best pesticide for each pest, and how and where to apply it. The PCO is responsible for all pesticides used in the facility. The contractor must remove any materials brought on site. Safety Data Sheets (SDS) shall be obtained from contractors for all hazardous materials brought on site prior to entry or use.

### **The Food Service Manager will:**

1. Supervise daily cleaning routines.
2. Monitor completion of all cleaning tasks daily against the master cleaning schedule.
3. Review and change the master cleaning schedule every time there is a change in menu, procedures or equipment.
4. Request employee input in the IPM program during staff meetings.
5. Conduct routine inspections of the facility.
6. Review infestation and control issues with the PCO. Take necessary steps to control and/or eliminate pests.
7. Follow up with staff's observations and PCO as necessary.
8. File PCO / IPM records with HACCP records.

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### Receiving Fresh, Refrigerated, Frozen Foods

**Policy:** Check all food for proper conditions when received at the facility.

**Procedures:** Employees receiving food should:

#### **General Principles:**

1. Receive only one delivery at a time.
2. Remove potentially hazardous foods from the temperature danger zone (41°F to 140°F) and place in storage as quickly as possible.
3. Check to make sure frozen food is solid, and does not show evidence of thawing and re-freezing. Common signs of thawing and refreezing are large ice crystals on the surface and frozen juices or liquids in the package.
4. Check to ensure that refrigerated foods received are at 41°F or below.
5. Accept only pasteurized dairy products.
6. Record the date of receipt on the outside of each package, and a use-by date if applicable.
7. Check delivery invoice against all items delivered.
8. Reject potentially hazardous foods that are not at acceptable temperature and cans with swelled tops or bottoms, leakage, incomplete labels, flawed seals, rust or dents.
9. Evaluate quality of products by odor, sight and touch. Unacceptable products should be rejected. Products must meet order specifications and quality requirements. If any foods are deemed unacceptable, they should be rejected and put in a designated area for credit. Make note on invoice of any items rejected.

#### **Receiving Frozen and Refrigerated Foods:**

1. Check temperature with a calibrated thermometer to assure that cold foods are below 41°F.
2. Return all foods that should be stored below 41°F that are delivered above 41°F.
3. Check at random and immediately record the temperature of three different types of potentially hazardous food (PHF) items immediately for each delivery (e.g., dairy products, frozen meats, fresh deli-sliced meats). Record date, employee initials, vendor, product name, and temperature of these products in the **“Receiving Temperature Log” (see Attachment C)**.

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4. Place foods in the proper storage area (cooler or freezer) quickly to avoid potential bacterial growth.

### **Receiving Dry Goods:**

1. Check dry goods for leaks, flaws, or broken packages. Dry goods should be dry, free of mold, and free of insects. Reject flawed packages and put in a designated area for credit.
2. Inspect cans for leaks, incomplete labels, dents, bulges, and other visible signs of damage. Notify the Food Service Manager if a damaged can is found.
3. Notify the Food Service Manager to call the vendor when damaged items are found so the product can be picked up and returned and a credit issued.
4. Date boxes and cans with receiving date.
5. Separate chemicals from foods.
6. Submit the **“Receiving Temperature Log” (see Attachment C)** to Food Service Manager each Friday.
7. Reject and remove damaged packages or cases. Return for credit.

### **The Food Service Manager will:**

1. Assure that all foods come from approved vendors and sources.
2. Schedule deliveries for off-peak hours and make sure enough trained staff are available to receive, inspect and store food promptly.
3. Assure that no home-prepared foods are accepted or used.
4. Check **“Receiving Temperature Log” (see Attachment C)** (for delivery days) to ensure proper procedures are being followed.
5. Follow up with staff as necessary.
6. File HACCP records.
7. Make note of rejected items to receive credit from vendor.
8. Contact vendors to arrange for pick up and credit of rejected products.



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### **Receiving Chemicals**

**Policy:** All chemicals should be checked for proper conditions and handled with caution when received in the facility.

**Procedures:** Employees receiving chemicals should:

#### **General Principles:**

1. Check delivery invoice against all items delivered.
2. Reject items that are leaking, incomplete labels, dents, bulges and other visible signs of damage. Notify the Food Service Manager if damaged items are found.
3. Separate chemicals from food.
4. Notify the Food Service Manager to call the vendor when damaged items are found so the chemical can be picked up and returned for credit.

#### **The Food Service Manager will:**

1. Assure that all chemicals come from approved vendors and sources.
2. Monitor that all Safety Data Sheets (SDS) are available and current for chemicals used.
3. Schedule deliveries for off-peak hours and make sure enough trained staff are available to receive, inspect, and store food promptly.
4. Follow up with staff as necessary.
5. Make note of rejected items to receive credit from vendor.
6. Contact vendors to arrange for pick up and credit of rejected products.

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### Storage of Dry, Refrigerated and Frozen Foods

**Policy:** All food, chemicals and supplies should be stored in a manner that ensures quality and maximizes safety of the food served to youth.

**Procedure:** Employees who will be receiving and storing food maintain the storage areas, including dry, refrigerated and freezer storage, by following these steps:

#### Storage upon Receiving:

1. Place foods in the proper storage area (refrigerator or freezer) quickly to avoid bacterial growth.
  - ❖ 41°F or lower – refrigerator temperatures
  - ❖ 26°F to 32°F or below – deep chill storage temperatures
  - ❖ 0°F or below – freezer temperatures
  - ❖ 50°F to 70°F at 50 to 60% humidity – dry storage temperatures
2. Place foods into appropriate storage areas immediately upon receipt in the following order:
  - ❖ Refrigerated foods  
Store foods in designated refrigerators. If food products are stored together in a refrigerator, they should be placed on shelves in the following order:

Prepared or ready-to-eat foods	Top shelf
Fish and seafood items	↓
Whole cuts of raw beef	
Whole cuts of raw pork	
Ground or processed meats	
Raw poultry	Bottom shelf
  - ❖ Frozen foods
  - ❖ Dry foods
3. Keep all food items on shelves that are at least 6" above the floor to facilitate air circulation and proper cleaning.
4. Store food out of direct sunlight.
5. Place chemicals and supplies in appropriate storage areas, away from food.
6. Use First In/First Out (FIFO) rotation of products in all storage areas to assure that oldest products are used first. Products with the earliest use-by or expiration dates are stored in front of products with later dates. Mixing old food with new food is not acceptable.

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7. Make sure all goods are dated with receiving date and use-by date, as appropriate.
8. Store food in original container if the container is clean, dry and intact. If necessary, repackage food in clean, well-labeled, airtight containers. This can also be done after a package is opened. NEVER put food in chemical containers and chemicals are NEVER placed in food storage containers.
9. Store potentially hazardous foods no more than 7 days at 41°F from date of preparation.
10. Store pesticides and chemicals away from food handling and storage areas. They must be stored in original, labeled containers.

### Storeroom Sanitation:

1. Maintain clean and uncluttered storage areas. Storage areas should be positioned to prevent contamination from areas where garbage is stored.
2. Dispose of items that are beyond the expiration or “use by” dates.
3. Store all items on shelves that are at least 6” above the floor to facilitate air circulation and proper cleaning.
4. Check for signs of rodents or insects. If there are signs of the presence of rodents or insects, notify the Food Service Manager.

### Temperature Control:

1. Check the temperature of all refrigerators, freezers and dry storerooms at the beginning of each shift. This includes both internal and external thermometers, where appropriate.
  - ❖ Refrigerator temperatures should be between 36°F and 41°F.
  - ❖ Freezer temperatures should be between -10°F and 0°F.
  - ❖ Storeroom (dry storage) temperatures should be between 50°F and 70°F.
2. Record temperatures on the **“Daily Refrigerator/Freezer Temperature Log” (see Attachment D).**
3. Notify Food Service Manager immediately of any unacceptable temperatures.
4. Limit overloading refrigerated storage areas, as this prevents airflow and makes the unit work harder to stay cold.
5. Use caution when cooling hot food in the refrigerator, as this warms the unit and can put other foods into the temperature danger zone.
6. Keep units closed as much as possible to maintain proper temperatures.

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7. Defrost all units on a regular schedule to aid in proper maintenance and air circulation.

### **The Food Service Manager will:**

1. Monitor temperature logs of storage rooms, freezers, and refrigerators.
2. Review logs to make sure there are no temperature deviations.
3. Document all corrective action taken on the appropriate forms.
4. Include cleaning and sanitizing of all storage areas in master cleaning schedule.
5. Follow up on all reported problems.
6. File logs with HACCP records.

## FOOD SERVICE PROCEDURE MANUAL

### Storing and Using Poisonous or Toxic Chemicals

**Policy:** To prevent foodborne illness by chemical contamination.

**Procedures:** All food service employees who use chemicals in the kitchen must:

**Instructions:**

1. Train food service employees on using the procedures in this SOP.
2. Follow State or local health department requirements.
3. Designate a location for storing the Safety Data Sheets (SDS).
4. Follow manufacturer's directions for specific mixing, storing and first aid instructions on the chemical containers in the SDS.
5. Label and date all poisonous or toxic chemicals with the common name of the substance.
6. Store all chemicals in a designated secured area away from food and food contact surfaces using spacing or partitioning.
7. Limit access to chemicals by use of locks, seals or key cards.
8. Maintain an inventory of chemicals.
9. Store only chemicals that are necessary to the operation and maintenance of the kitchen.
10. Mix, test, and use sanitizing solutions as recommended by the manufacturer and the State or local health department.
11. Use the appropriate chemical test kit to measure the concentration of sanitizer each time a new batch of sanitizer is mixed.
12. Do not use chemical containers for storing food or water.
13. Use only hand sanitizers that comply with the *2001 FDA Food Code*. Confirm with the manufacturer that the hand sanitizers used meet the requirements of the *2001 FDA Food Code*.
14. Label and store first aid supplies in a container that is located away from food or food contact surfaces.
15. Label and store medicines for employee use in a designated area and away from food contact surfaces. Do not store medicines in food storage areas. Medication amounts should not exceed that required for an employee's tour of duty, pursuant to YS Policy No. C.2.22.

## **FOOD SERVICE PROCEDURE MANUAL**

16. Store refrigerated medicines in a covered, leak proof container where they are not accessible to children and cannot contaminate food. Medication amounts should not exceed that required for an employee's tour of duty pursuant to YS Policy No. C.2.22.

### **Monitoring:**

Food service employees and the Food Service Manager shall visually observe that chemicals are being stored, labeled and used properly during all hours of operation.

### **Corrective Action:**

1. Retrain any food service employee found not following the procedures in this SOP.
2. Discard any food contaminated by chemicals.
3. Label and properly store any unlabeled or misplaced chemicals.

### **The Food Service Manager will:**

1. Assure that all chemicals are stored properly.
2. Monitor that all Safety Data Sheets (SDS) are available for chemicals used.
3. Follow up with staff as necessary.

## FOOD SERVICE PROCEDURE MANUAL

### Calibration of Thermometers

**Policy:** Calibrate thermometers routinely to ensure accuracy of temperatures taken and the safety of food served to youth.

**Procedures:** Food services employees shall calibrate thermometers on a weekly basis using the following steps:

#### Ice-Point Method

**Note:** The ice-point method of calibrating thermometers is used, unless a thermometer cannot read 32°F; the boiling-point method is sometimes less reliable due to variances in altitude and atmospheric pressure.

1. Fill a large glass (at least 6" in diameter) with crushed ice. Add cold, clean tap water until the glass is full. Stir the mixture well so that it will be at 32°F.
2. Put the end of the clean thermometer or probe stem into the ice water so that the sensing area is completely submerged, but the stem does not touch the bottom or sides of the glass. Wait 30 seconds. The thermometer stem or probe stem must remain in the ice water.
3. Hold the adjusting nut on a dial thermometer, located under the indicator head of the thermometer, secure with a small wrench or pliers, and rotate the head of the thermometer until it reads 32°F.
4. Press the reset button on a digital thermometer to adjust the readout.
5. Record calibration, including date and initials, on the **"Thermometer Calibration Log"** (see Attachment E).

#### Boiling-Point Method

1. Bring clean tap water to a boil in a deep pan (it will be at 212°F).
2. Put the stem of a clean thermometer or probe into the boiling water so that the sensing area is completely submerged, but does not touch the bottom or sides of the pan. The thermometer stem or probe must remain in the boiling water for 30 seconds. Use a hot pad to hold the thermometer in the boiling water.
3. Hold the adjusting nut on a dial thermometer, located under the indicator head of the thermometer, secure with a small wrench or pliers, and rotate the head of the thermometer until it reads 212°F (100°C).
4. Press the reset button on a digital thermometer to adjust the readout.
5. Record calibration, including date and initials, on the **"Thermometer Calibration Log"** (see Attachment E).

## FOOD SERVICE PROCEDURE MANUAL

### **The Food Service Manager will:**

1. Review the “**Thermometer Calibration Log**” (see Attachment E) weekly to ensure proper calibration of the thermometers.
2. Follow up as necessary.
3. File logs with HACCP records.



## FOOD SERVICE PROCEDURE MANUAL

### Use of Thermometers

**Policy:** Temperatures shall be taken at all steps in the food flow: receiving, storage, preparation, cooking, transporting and serving, with calibrated thermometers to ensure the safety of food served to youth.

**Procedures:** Employees involved in the production or service of food must take temperatures at critical steps throughout the flow of food using the following procedures:

#### How to Measure the Temperature of Food

1. Use a calibrated thermometer.
2. Sanitize stem of thermometer with an alcohol wipe or insert stem into sanitizing solution for at least 5 seconds, then air dry.
3. Insert the end of the sanitized thermometer into one of the following locations, depending on the type of food:
  - ❖ The thickest part of the product for meat, poultry, or fish
  - ❖ The center of the item
  - ❖ Between two packages of refrigerated or frozen packaged foods
  - ❖ Until at least 2 inches are submersed in milk and other liquids
  - ❖ By folding the bag over the stem of the thermometer or probe for bulk milk or liquids
4. Make sure the tip of the thermometer does not poke through the food.
5. Measure the temperature for at least 15 seconds.
6. Read thermometer and record temperature.
7. Sanitize stem of thermometer and store it in an accessible location.

#### General Thermometer Guidelines:

1. Keep thermometers and their storage cases clean, stored safely and easily accessible.
2. Use bi-metallic stemmed thermometers or digital thermometers. Do not use glass thermometers filled with mercury or spirits.
3. Wait at least 15 seconds for the thermometer reading to steady before recording the temperature.
4. Take two temperatures in different locations, since product temperatures can vary through the food item.

## **FOOD SERVICE PROCEDURE MANUAL**

5. Insert the thermometer into liquids and hold. Do not allow the sensing area or probe on the thermometer to touch the sides or bottom of the container.

### **The Food Service Manager will:**

1. Review logs daily to ensure that temperatures and corrective actions are compliant.
2. Follow up as necessary.
3. File logs with HACCP records.

## **FOOD SERVICE PROCEDURE MANUAL**

### **Thawing Foods**

**Policy:** All foods shall be thawed using appropriate practices to ensure food safety.

**Procedures:** Employees thawing food should:

1. Use one of four acceptable methods for thawing food:
  - ❖ Thaw foods in the refrigerator at 41°F or below. NEVER thaw foods at room temperature.
  - ❖ Thaw foods needed for immediate service under potable running water at 70°F or lower. Prepare the product within 4 hours of thawing.
  - ❖ Thaw the product in the microwave if product will be cooked immediately.
  - ❖ There is no separate thawing – thawing occurs as part of the cooking process.
2. Use the lowest shelf in the cooler for thawing raw meat to prevent cross contamination and separate raw products from cooked and ready-to-eat products.
3. Do not refreeze thawed foods, unless they are first cooked or processed.

### **The Food Service Manager will:**

1. Review thawing procedures to assure compliance.
2. Take corrective action as necessary.
3. Use labels to monitor pulled dates or freezer charts to ensure FIFO of freezer products.
4. Follow up as necessary.

## FOOD SERVICE PROCEDURE MANUAL

### Preparing Cold Foods

**Policy:** Monitor and record all temperatures of cold foods served to youth during preparation to ensure safety. All foods shall be prepared using appropriate practices and procedures to ensure safety and sanitation.

**Procedures:** Employees preparing cold food should:

#### **Prepare cold foods:**

1. Pre-chill ingredients for foods served cold (sandwiches and salads) below 41°F before combining.
2. Prepare foods at room temperature in two (2) hours or less, working with small batches of food items. TOTAL time of food at room temperature must not exceed four (4) hours. This includes time spent at receiving, assembly and holding.
3. Prepare raw products away from other products. This reduces the opportunity of cross contamination with any ready-to-eat foods.
4. Discard thawed potentially hazardous foods that have been above 41°F for more than four (4) hours.

#### **Maintain food contact surfaces:**

1. Use color-coded cutting boards designated for products not receiving further heat treatment:
  - ❖ Red for meat
  - ❖ Green for vegetables or fruits
  - ❖ Yellow for breads
2. Clean and sanitize all surfaces, cutting boards and utensils that have been used in the preparation of raw meats, poultry and fish prior to using for fruits, vegetables and ready-to-eat foods. Cleaning and sanitizing steps MUST be done separately in order to be effective.

#### **Take Temperatures:**

1. Use a calibrated thermometer to take the temperatures of designated food products.
2. Wipe the thermometer stem with alcohol wipes prior to and after taking the temperatures of each food; or wash stem, rinse and sanitize.
3. Record temperatures in the “**Food Production Record**” (see Attachment F).

## **FOOD SERVICE PROCEDURE MANUAL**

### **The Food Service Manager will:**

1. Monitor cold food preparation procedures daily.
2. Take corrective action as necessary.
3. Follow up as needed.
4. File logs in HACCP records.

# FOOD SERVICE PROCEDURE MANUAL

## Preparing and Cooking Hot Foods

**Policy:** Temperatures of all potentially hazardous hot foods shall be taken during preparation and service to ensure safety of food served to youth. All hot foods will be prepared using appropriate practices and procedures to ensure safety and sanitation.

**Procedures:** Employees involved in the production of food must complete the following steps:

### Prepare hot foods:

1. Cook hot foods to these minimum end-point temperatures or higher.
  - ❖ Poultry. . . . . 165°F for 15 seconds
  - ❖ Stuffing, stuffed meats, casseroles and other dishes combining raw and cooked foods.....165°F for 15 seconds
  - ❖ Ground or flaked meats . . . . . 155°F for 15 seconds
  - ❖ Beef roasts; pork roasts and chops. . . . . 165°F for 15 seconds
  - ❖ Beef steaks, veal, lamb . . . . . 165°F for 15 seconds
  - ❖ Commercially raised game animals. . . . . 145°F for 15 seconds
  - ❖ Fish and foods containing fish. . . . . 145°F for 15 seconds
  - ❖ Shell eggs (for immediate service) . . . . . 155°F for 15 seconds
  - ❖ Vegetables (canned, frozen, fresh). . . . . 140°F for 15 seconds
  - ❖ Potentially Hazardous Foods cooked in microwave..165°F; let food stand for 2 minutes after cooking
2. Take end-point cooking temperatures.
3. Record the end-point cooking temperatures.
4. Use batch cooking to reduce holding time of foods.
5. Allow temperature of cooking equipment to return to required temperatures between batches.
6. Do not use holding equipment to cook or reheat food.
7. Heat fruits, vegetables and ready-to-eat (RTE) commercially processed and packaged foods to 140° for hot service.
8. Prepare foods at room temperature in two (2) hours or less, or the food item should be returned to the refrigerator. TOTAL time of food at room temperature shall not exceed four (4) hours. This includes time spent at receiving, assembly and holding.

## FOOD SERVICE PROCEDURE MANUAL

9. Prepare raw products away from higher products not receiving heat treatment. This reduces the opportunity of cross contamination with any ready-to-eat foods.

### **Maintain food contact and surfaces:**

1. Use color-coded cutting boards for all products.
  - ❖ Red for meat
  - ❖ Green for vegetables or fruits
  - ❖ Yellow for breads
2. Clean and sanitize all food contact surfaces, cutting boards and utensils that have been used in the preparation of raw meats, poultry and fish prior to using for raw fruits and vegetables and ready-to-eat foods. Cleaning and sanitizing steps **MUST** be done separately in order to be effective.

### **Take temperatures:**

1. Use a calibrated thermometer to take the temperatures of all food products.
2. Wipe the thermometer stem with alcohol wipes prior to and after taking the temperatures of each food; or wash stem, rinse and sanitize.
3. Take temperatures in the thickest part of a food item (usually the center). Two readings should also be taken in different locations to assure thorough cooking to the appropriate end-point temperature.
4. Record the end-point cooking temperature on the “**Food Production Record**” (see **Attachment F**).

### **The Food Service Manager will:**

1. Monitor preparation procedures daily.
2. Take corrective action as necessary.
3. Follow up as necessary.
4. File logs with HACCP records.

## FOOD SERVICE PROCEDURE MANUAL

### Holding Foods

**Policy:** All hot foods shall be held hot above 140°F, and cold foods shall be held below 41°F. Food temperatures shall be taken during holding to ensure the safety of food served to youth. When in doubt about the safety of food, it shall be discarded.

**Procedures:** Employees involved in the production or service of food must:

#### **Holding Hot Foods:**

1. Prepare and cook only as much food as is needed. Batch cooking is ideal for maintaining food temperature and quality.
2. Use hot holding equipment that can keep hot foods at 140°F or higher.
3. Follow manufacturer's instructions in using hot-holding equipment.
4. Keep foods covered to retain heat and to keep contaminants from falling into food.
5. Measure internal food temperatures at least every two (2) hours using a calibrated thermometer. Record temperatures in the "**Food Production Record**" (see Attachment F).
6. Discard hot foods after four (4) hours if the food has not been properly held at or above 140°F.
7. Do not mix freshly prepared foods with foods being held for service to prevent cross contamination.

#### **Holding Cold Foods:**

1. Use cold-holding equipment that can keep cold foods below 41°F (5°C) or lower.
2. Measure internal food temperatures at least every two (2) hours using a calibrated thermometer. Record temperatures in the "**Food Production Record**" (see Attachment F).
3. Protect cold foods from contaminants with covers or food shields.
4. Place cold foods in pans or on plates first, never directly on ice. The only exceptions are whole fruits and vegetables. Ice used on a display should be self-draining. Wash and sanitize drip pans after each use.



## **FOOD SERVICE PROCEDURE MANUAL**

### **The Food Service Manager will:**

1. Monitor hot and cold holding procedures daily.
2. Take corrective action as necessary.
3. Follow up as necessary.
4. File temperature logs with HACCP records

## **FOOD SERVICE PROCEDURE MANUAL**

### **Cleanliness and Sanitation of the Cafeteria**

**Policy:** The cleanliness and sanitation of the cafeteria is to be maintained.

**Procedures:** Employees involved in the service of food to youth in the cafeteria must observe the following procedures to ensure its safety.

#### **Before service:**

1. Wash hands before handling serviceware, food or beverages.
2. Prepare milk cooler for youth use just before their arrival. Milk is served at 40°F or below. Keep cooler closed during breaks in service to maintain proper product temperature.
3. Monitor hand washing station, napkin dispensers and condiment dispenser for required amount of supplies and cleanliness.

#### **During service:**

1. When assisting with meal service, handle all trays, dishes and flatware by non-food contact surfaces only.
2. Inform youth where to return trays, plates and flatware. Also, inform youth where disposable trash and garbage is disposed.
3. Clean and sanitize tables and counters during breaks in service.
4. Wipe up spills as they occur immediately. Use only designated cloths.

#### **After service:**

1. Clean and sanitize tables, counters and all other serving areas. Monitor milk coolers, checking for any spillage.
2. Sweep and clean floors after meals.
3. According to the cleaning schedule, routinely clean all areas of the cafeteria, including milk coolers, condiment dispensers, etc.

#### **The Food Service Manager will:**

1. Monitor employees to ensure that the cafeteria is properly maintained and all foods are served safely.
2. Provide supplies needed to maintain the cleanliness and sanitation of the cafeteria.

## **FOOD SERVICE PROCEDURE MANUAL**

3. Establish complete cafeteria cleaning as part of routine cleaning schedule.
4. Follow up as necessary.

## **FOOD SERVICE PROCEDURE MANUAL**

### **Cleanliness and Sanitation of the Service Area**

**Policy:** The cleanliness and sanitation of the cafeteria is to be maintained.

**Procedures:** Employees involved in the service of food to youth in the service area must observe the following procedures to ensure its safety.

#### **Before service:**

1. Clean and sanitize all serving line counters.
2. Clean and sanitize all tray slides.
3. Check to make sure that all utensils are stored in clean holders with utensil handles facing outward.
4. Check to make sure napkin holders and condiment dispensers are clean.

#### **During Service:**

1. Clean and sanitize tables and counters during breaks in service.
2. Immediately wipe up spills as they occur. Use only designated cloths.

#### **After service:**

1. Clean and sanitize tables, counters and all other serving areas. Monitor milk coolers, checking for any spillage.
2. Sweep and clean floors after meals.
3. According to the cleaning schedule, routinely clean all areas of the cafeteria, including milk coolers, condiment dispensers, etc.

#### **The Food Service Manager will:**

1. Monitor employees to ensure that the cafeteria is properly maintained and all foods are served safely.
2. Provide supplies to maintain the cleanliness and sanitation of the cafeteria.
3. Establish complete cafeteria cleaning as part of routine cleaning schedule.
4. Follow up as necessary

## FOOD SERVICE PROCEDURE MANUAL

### Service Temperature

**Policy:** Temperatures of all hot and cold foods are taken during service to ensure that foods are maintained.

**Procedures:** Employees who will be setting up the service line and serving food must follow these procedures:

1. Use a calibrated thermometer to take temperatures of food products.
2. Wipe the thermometer stem with a new alcohol wipe prior to taking the temperature of any food item.
3. Take temperatures of all hot foods as they are put on the serving line.
4. Take temperatures of all cold foods as they are put on the serving line or salad bar.
5. Take temperature of milk before the serving line begins.
6. Record all temperatures on the **“Food Production Record” (see Attachment F)** with employee initial.
7. Verify that all temperatures are within the critical limits:
  - ❖ Hot foods are at or above 140°F
  - ❖ Cold foods are at or below 41°F
8. If hot foods are below 140°F, they must be heated to above 165°F before serving. If cold foods rise above 41°F, they must be chilled to below 41°F before serving.
9. Give the **“Food Production Record” (see Attachment F)** to the Food Service Manager weekly.

### The Food Service Manager will:

1. Monitor the logs to ensure that they are completed and that the temperatures are appropriate.
2. Review the log to see if there were temperature deviations.
3. Check corrective action taken to determine if it was appropriate.
4. Follow up as necessary.
5. File the logs in the HACCP file.

# **FOOD SERVICE PROCEDURE MANUAL**

## **Facility and Equipment Maintenance**

**Policy:** The facility environment and equipment shall be maintained to ensure the safety of the food served to youth.

**Procedures:** The Food Service Manager must:

1. Monitor the maintenance of toilet facilities so that they function properly and are clean. This includes verifying that adequate supplies of liquid soap and disposable towels are available at all times.
2. Take water temperature to ensure that hot (120°F) and cold (70°F) running water is available at all sinks.
3. Check to make sure that there is no possibility of back siphonage.
4. Check to make sure that all food waste and rubbish are stored in rodent and insect-proof containers with tight fitting lids.
5. Verify that temperatures of all cooling equipment are taken and recorded routinely to ensure proper calibration of thermometers, and proper equipment operation.
6. Verify that temperatures of all heating equipment are taken and recorded routinely to ensure proper calibration of thermometers, and proper equipment operation.
7. Monitor the maintenance of ventilation systems, ensuring that systems are adequate and regularly cleaned according to the set schedule.

**The Food Service Manager will:**

1. Assure all equipment in the food service facility is well maintained.
2. Review temperature logs to ensure that all are completed and to determine problem areas.
3. Follow up on any equipment issues or needs.
4. Maintain all facility and equipment documentation with HACCP records.

## **FOOD SERVICE PROCEDURE MANUAL**

### **Food Safety and the HACCP Training Programs**

**Policy:** Food service will complete training in food safety and Hazard Analysis Critical Control Points (HACCP) programs. Training will be on going to ensure that employees are aware of food safety and are following the Agency's HACCP program.

**Procedures:** The Food Service Director or Food Service Manager shall:

1. Include basic food safety training as part of new food services employee orientation.
2. Provide staff with at least bi-annual training on food safety and HACCP.
3. Require all Food Service Managers to complete a food safety certification course.
4. Provide all employees with the opportunity to take a food safety certification course.
5. Use outside resources, such as Extension specialists, vendors or qualified trainers to provide food safety and HACCP training.
6. Observe staff to ensure that they demonstrate food safety knowledge each day in the workplace.
7. Plan annual HACCP training.
8. Document the content of all training sessions and attendance on In-service Training sign-in sheets for entry into the TREC database.
9. File documentation in HACCP records.

## FOOD SERVICE PROCEDURE MANUAL

### Self-Inspection for Continuous Quality Improvement

**Policy:** The OJJ food service department and each individual facility kitchen (production and service) shall have an on-going process in place for self- inspection /evaluation for the purposes of continued quality improvement.

**Procedures:** Members of the HACCP team will:

1. Develop a self-inspection process for ongoing evaluation of the food service operation.
2. Develop forms for conducting self-inspections.
3. Develop a regular schedule for conducting self-inspections.
4. Conduct independent self-inspections.
5. Meet after each self-inspection to discuss the outcomes.
6. Develop corrective action as needed.
7. Document the process using the **“Daily Inspection Form” (see Attachment G)** and **“Weekly Inspection Form” (see Attachment H)**.

**The Director of Food Services will:**

1. Conduct quarterly Dining Hall inspections for quality assurance utilizing the **“Quality Assurance Review Form” (see Attachment I)**. (Refer to YS Policy No. C.6.1)
2. Provide support for taking appropriate corrective action. This may include support for training and new equipment.



## **FOOD SERVICE PROCEDURE MANUAL**

### **Purchasing**

**Policy:** Food is purchased only from approved vendors to assure the safety of food served to youth.

**Procedures:** Employees purchasing food must:

#### **Understand regulations for specific foods:**

1. Purchase packaged or processed foods only from approved state vendors who receive their products from licensed and reputable purveyors and manufacturers who adhere to good manufacturing practices.
2. Fresh produce may be purchased directly from local growers following approved Office of State Purchasing guidelines. As there is no inspection process for these non-potentially hazardous foods (with exception of melons and fresh alfalfa sprouts), Food Service Managers should ensure packages are clean and will maintain the integrity of the food item, as communicated through product specifications when making a direct purchase.
3. Only purchase meat from vendor awarded statewide contract. Fresh shell eggs may be purchased from local producers following approved Office of State Purchasing guidelines. Because these foods are considered potentially hazardous, the products must be inspected for safety. Beef or pork that is processed in a state inspected locker may be purchased by a food service operation. Poultry must also be processed in a state inspected locker or facility. State inspection is sufficient if the food is purchased by a food service within that state. These facilities are required to have HACCP plans in place. In many states, inspection standards are more stringent than USDA regulations.
4. Only pasteurized dairy products should be purchased for youth. Pasteurized shell or processed eggs should be purchased for menu items not receiving heat treatment or not reaching 145°F. Pasteurized apple juice and cider should also be purchased for youth.

**Visit approved vendors to ensure that they maintain clean warehouses.**

**Use written specifications to ensure that the vendors know what is to be ordered and delivered each time.**

#### **The Food Service Manager will:**

1. Develop and implement written product specifications to ensure products purchased consistently meet department expectations.

## **FOOD SERVICE PROCEDURE MANUAL**

2. Request a written letter from all vendors indicating that they follow either a HACCP program or good manufacturing practices.
3. Coordinate delivery times with vendors/suppliers to ensure that deliveries are made when they can be checked, including product temperatures.
4. Review orders and delivery information to ensure compliance on orders and product specifications.
5. Follow up as necessary.

## FOOD SERVICE PROCEDURE MANUAL

### Food Safety in Emergency Situations

**Policy:** Food service or building emergency plans contain specific procedures to ensure student and staff safety in emergency situations. In case of building emergencies, food service personnel shall be knowledgeable about food handling procedures affecting food safety.

**Procedures:** All employees in the food service department must:

1. Follow established procedures related to handling food safely during emergencies.
2. Maintain confidentiality when security is an issue.
3. Be aware of implications when the following issues arise:
  - ❖ Menu changes
  - ❖ Staff notification systems – phone trees, etc.
  - ❖ Transportation of food to satellite units – transport and return
  - ❖ Food disposal procedures
    - When food is wholesome but service not occurring in a timely manner.
    - When food is no longer wholesome because of improper holding temperatures, fire, smoke, chemicals, fumes, etc.

### The Food Service Director or Food Service Manager will:

1. Follow all HACCP Standard Operating Procedures that address food safety concerns during emergencies.
2. Instruct staff and review those procedures on regular basis, at least once a year.
3. Observe all employees to ensure procedures are followed.
4. Inform the local health department (or equivalent) if an emergency affecting food safety occurs.
5. Follow up, as necessary, with employees and food safety professionals.
6. Evaluate and update procedures as appropriate.

### Corrective Action:

All HACCP procedures will be followed prior to operating under emergency situations.